

# Big Lakes County Policy

## Big Lakes County Rural Transportation Program

<b>Policy Number:</b>	FCSS-04
<b>Legal Authority:</b>	MGA, RSA 2000, Chapter M-26, s. 5(b)
<b>Approved by Council:</b>	January 11, 2023
<b>Effective Date:</b>	January 11, 2023
<b>Revised Date:</b>	

### Mandate

To provide transportation to residents of Big Lakes County and the Town of High Prairie to and from communities for medical, cultural, recreational, shopping, or personal purposes. Priority will be given to passengers travelling for medical appointments.

### Legal Ownership

The vehicle is an asset of Big Lakes County.

Big Lakes County will be the host authority for the Transportation Program and will be the legal entity whose name the vehicles are registered and insured under.

### Administration

The FCSS Transportation Coordinator for the Big Lakes County Rural Transportation Program (Big Lakes Bus) is responsible for the following:

- a) Administration of the program including:
  - a. all scheduling and bookings
  - b. keeping accurate records of all trips and passengers
  - c. annual reporting to the FCSS Manager
- b) Contracting qualified drivers in accordance with Schedule A
- c) Following provincial health regulations

### Program Policy

The FCSS Transportation Coordinator, in coordination with the bus driver, will arrange trips:

- 1) Eligible User Groups (Third Party Rentals):

- a. Big Lakes Bus Rental: Individuals, organizations, and agencies may rent the Big Lakes Bus for special excursions. Third Party renters must complete and submit an application to the FCSS Transportation Coordinator or the FCSS Manager in accordance with Schedule B; Renters must comply with ALL rules and regulations in the Big Lakes County policies.
  - b. Big Lakes FCSS may access the Big Lakes Bus to provide transportation to a FCSS program and/or event.
  - c. Regular Scheduled Trips: The Big Lakes Bus will be used for regularly schedule trips to High Prairie and Slave Lake.
- 2) Eligible Passengers
- a. Any resident of Big Lakes County and the Town of High Prairie may register to become a passenger.
  - b. Priority will be extended to a passenger requiring transportation for medical purposes.
  - c. A passenger requiring assistance must be accompanied by an assistant. The assistant is subject to the same user fee, rules, and regulations as any eligible passenger.
  - d. Anyone under the age of 18 must be accompanied by an adult
  - e. All users will be charged in accordance with the Schedule of Fees Bylaw
- 3) Regular Scheduled Trip and Vehicle Rentals - Booking and Cancellation Policy
- a. A renter must pay a deposit of 50% of the daily rate at the time of booking
  - b. The deposit and all pre-payments can be made at the FCSS office or the Big Lakes County office.
  - c. Any cancellations made by Big Lakes County will result in a full refund or credit.
  - d. Passengers of any trip must comply with the booking & cancellation policy as per Schedule B.
- 4) Pick Up Locations
- a. Passengers may be picked up at their place of residence, or a designated location determined by the passenger and/or driver.
  - b. Passengers cannot book a one-way trip; they will be dropped off at their original pick-up location.
  - c. Anyone renting the bus for third-party usage will arrange with the driver the pick-up and drop-off locations prior to the scheduled trip.
- 5) Passenger Rules and Regulations
- All passengers must:
- a. respect and comply with all safety procedures in effect while loading, unloading, and occupying the vehicle;
  - b. respect and always comply with instructions of the driver, specifically in the event of an emergency or accident;

- c. always use the vehicle's seatbelt restraints while travelling in the vehicle; all wheelchair passengers must use their wheelchair restraints (seatbelts) as well as having their wheelchair secured to the bus by the driver;
  - d. be accompanied by an adult when under the age of 18 and properly restrained in current government regulated safety seats secured by the vehicles seat belt restraint system when required to do so by age and weight; a child safety seat must be provided by the parent/guardian;
  - e. adhere to the travel schedule, ensuring they are at the identified pick-up location at the identified time. The program and/or the driver will bear no responsibility for passengers who miss the identified pick-up time;
  - f. refrain from smoking, eating, or drinking on the vehicle, with the exception of water;
  - g. refrain from using alcohol and/or recreational narcotics (including cannabis) while participating in the program;
  - h. be registered with the program and must pre-pay the applicable user fee;
  - i. refrain from using foul or obscene language; and
  - j. book their trips by 3:00pm one day prior.
- 6) Big Lakes County is not responsible for any damaged, lost, or stolen property.
- 7) Driver Policy
- a. The driver of the Big Lakes Bus must be qualified and approved by the Big Lakes County Schedule A.
- 8) Big Lakes Bus information
- a. The bus can accommodate 12 passengers and 2 wheelchairs
  - b. The phone number to book a seat is 1-877-925-2537 (1-877-9B-LAKES)

Robert Reynolds  
Reeve

Kevin Gyaba  
per Chief Administrative Officer

January 25, 2023  
Date of Final Signature



## SCHEDULE A

### **BIG LAKES BUS RURAL TRANSPORTATION PROGRAM BUS DRIVER JOB DESCRIPTION**

#### **PURPOSE OF POSITION:**

The Family & Community Support Services Bus Driver will be responsible for providing transportation that would include seniors, those with disabilities and special needs with safety and the dignity of passengers in mind. This position will report to the Family & Community Services Manager.

#### **KEY ROLES & RESPONSIBILITIES**

- Maintain a high standard of cleanliness both inside and outside of designated vehicle.
- Driving bus in a safe, professional manner treating all clients with respect and integrity.
- Perform pre-trip vehicle inspections.
- Assist passengers on and off vehicle.
- Maintain confidentiality of client information.
- Be punctual and dependable in picking up the client/clients at the scheduled time.
- Collect, record and deliver trip fees.
- Communicate with passengers to arrange pick-up and scheduling.
- Carry out routine checks to ensure safety of passengers at all times.
- Report all incidents or accidents to supervisor.
- Ensure maintenance schedule is followed for oil changes and other routine vehicle maintenance.
- Perform other duties as assigned.
- Ensure adequate insurance is always in effect.
- Abide by the passenger policies and procedures.
- Keep the FCSS Transportation Coordinator up-to-date and informed of any concern, new situation development, etc.
- Submit monthly invoices on or before the last day of the month.

#### **EDUCATION & EXPERIENCE**

- Grade 12 / GED, plus some related experience.
- Criminal records check (RCMP).
- Vulnerable sector check (Child & Family Services).
- Valid First Aid Certificate with CPR.
- Provide current 5-year drivers abstract.
- Valid Class 4 Drivers License.

## KNOWLEDGE, SKILLS & ATTRIBUTES

- For instructional purposes, communication and for the safety of the client, must be able to read, write and understand basic English.
- Demonstrate compassion, empathy and patience.
- Demonstrate positive communication with residents, staff and general public.
- Knowledge of the Occupational Health and Safety Act.
- Must be friendly and patient with clients.
- Must be in good physical condition to aid individuals using mobility aids or wheelchairs.
- Must possess the ability to work alone.
- Good communications skills, written and verbal.
- The ability to organize and prioritize workload.

## HEALTH & SAFETY:

- All personnel working at Big Lakes County are governed by the County's Health & Safety Policy.
- Ensure all operations are conducted in a safe manner and in accordance with County Policies and Occupational Health & Safety Regulations.
- This position will be exposed to seasonal weather conditions, both inside and outside of the vehicle.
- Must follow all safe job procedures.

Note: the above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities require of the positions.

## INCUMBENT SIGN-OFF:

I have read the above description of the primary role and responsibilities of the Bus Driver and acknowledge that I understand the scope and responsibility of the position. I understand that this is not intended to be an exhaustive list of job duties and responsibilities and that I will be assigned other duties as required to support the success of Big Lakes County

\_\_\_\_\_  
CHIEF ADMINISTRATIVE OFFICER – PRINT NAME

\_\_\_\_\_  
CAO - SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SUPERVISOR – PRINT NAME

\_\_\_\_\_  
SUPERVISOR - SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CONTRACTOR – PRINT NAME

\_\_\_\_\_  
CONTRACTOR - SIGNATURE

\_\_\_\_\_  
DATE

**SCHEDULE B**  
**BIG LAKES RURAL TRANSPORTATION PROGRAM**  
**THIRD PARTY BUS RENTAL**

1. A deposit of fifty percent (50%) of the per day rate will be required ten (10) business days prior to the trip. The deposit will be applied to the cost of the trip.
2. A minimum of forty-eight (48) hours' notice is required to cancel the trip. Failure to do so will result in forfeit of deposit.
3. Rental fees and mileage are charged in accordance with the Big Lakes County Schedule of Fees Bylaw. Kilometers are calculated from the Big Lakes County yard in High Prairie to the destination and return to the Big Lakes County yard.
4. Meals for the driver are the responsibility of the renter.
5. If accommodations are required, it is the responsibility of the renter to provide adequate accommodations for the bus driver.
6. Renters are required to leave the bus in the same condition it was in on the day of rental.
7. Third-party rentals are only available on Mondays, Fridays, Saturday, and Sundays.
8. The Big Lakes Bus driver is the only authorized driver of the bus.
9. Payment is due within 30 days of invoice

THIRD PARTY BUS RENTAL AGREEMENT

Date: \_\_\_\_\_ Name of Renter: \_\_\_\_\_

Event: \_\_\_\_\_ Event Location: \_\_\_\_\_

Departure Date/Time: \_\_\_\_\_ Return Date/Time: \_\_\_\_\_

Mileage at Departure: \_\_\_\_\_ Mileage at Return: \_\_\_\_\_

Price:

Bus Rental Fee: \$ \_\_\_\_\_ flat per day x \_\_\_\_\_ days = \$ \_\_\_\_\_

Mileage (Bus): \_\_\_\_\_ kms @ \$ \_\_\_\_\_ /km = \$ \_\_\_\_\_

Total = \$ \_\_\_\_\_

Third-party renters are required to follow the policies and procedures of the Big Lakes County Rural Transportation Program.

Bill to:

Organization Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Person responsible for payment (print name): \_\_\_\_\_

Signature : \_\_\_\_\_

Payment is due within 30 days of invoice

Third-party rentals are authorized only by the FCSS Rural Transportation Coordinator or the FCSS Manager.

PLEASE MAKE CHEQUE PAYABLE TO:

Big Lakes County  
Box 239  
High Prairie, AB  
T0G 1E0

### Third Party Bus Rental Passenger Rules and Regulations

All passengers must:

- a) respect and comply with all safety procedures in effect while loading, unloading, and occupying the vehicle
- b) respect and always comply with instructions of the driver, and specifically in the event of an emergency or accident
- c) always use the vehicle's seatbelt restraints while travelling in the vehicle; all wheelchair passengers must use their wheelchair restraints (seatbelts) as well as having their wheelchair secured to the bus by the driver
- d) be accompanied by an adult when under the age of 18 and properly restrained in current government regulated safety seats secured by the vehicles seat belt restraint system when required to do so by age and weight; seats must be provided by the parent/guardian
- e) adhere to the travel schedule, ensuring they are at the identified pick-up location at the identified time. The program and/or the driver will bear no responsibility for passengers who miss the identified pick-up time
- f) refrain from smoking, eating, or drinking on the vehicle, with the exception of water
- g) refrain from using alcohol and/or recreational narcotics (including cannabis) while participating in the program
- h) be registered with the program and must pre-pay the applicable user fee; and
- i) refrain from using foul or obscene language

Big Lakes County is not responsible for any damaged, lost, or stolen property

On behalf of \_\_\_\_\_,

by signing below, I have read and agree to the Passenger Rules and Regulations and take responsibility for the passengers attending on this rental. Furthermore, I agree to indemnify and hold harmless Big Lakes County, its agents, employees, or municipal partners, against any and all claims demands, actions and cost that may arise as a result of an act or omission in regard to my use of the services provided by the Big Lakes County Rural Transportation Program

_____	_____	_____
Renter Signature	Print Name	Date
_____	_____	_____
FCSS Authorized Signature	Print Name	Date

\*Trip is not authorized unless signed by the FCSS Transportation Coordinator or the FCSS Manager\*